

# The Efficiency of Public Transport Services in Kuala Lumpur

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## ABSTRACT

*The purpose of this paper is to evaluate public transportation efficiency in Malaysia. This is to identify the general problem usually happen and the ways to improvement the efficiency of public transport in Kuala Lumpur. International comparisons are also used to see them in the form of demographic similarities and differences in the performance of the city and public transport. Global agreement to decrease environmental emissions in the future, worldwide decreasing reserve oil, and growing population in advance country is the main motivation to develop efficiency measurement models for public transportation systems and gives reason for this research work. The aim is to focus attention on the impact of the differences planning to make the public transport services performance much better. The methodology instrument that used questionnaire and the primary and secondary data also will be analyzed and the graph are used for easily reads. Data analyzed by the statistical Package for Social Sciences (SPSS).*

## Keywords

*Country, Public Transport, Problem of Public Transport, Ways to Improvement, Kuala Lumpur*

## 1.0 INTRODUCTION

Public transport is one of the most important transportation in our country. Typically public transport is significantly dependent on the amount of potential users in its sphere of influence (Lao and Liu, 2009). However, there are still many weaknesses often become unhappiness. Explain the mess that the public transport system in the country. Although, privatization and deregulation processes are catching up in global scale in transportation industry overall (Amos and Thompson, 2007). Although most people have their own vehicles, the public transport still a top choice for low-income nominally. In communication systems, public transportation is a choice for people to move from one destination to another destination. This transport system is also a choice of in particular for

those from middle-class society and the less fortunate. Public transport network in our country is like public bus transportation, taxis, trains Light Transit System (LRT), monorail and so on. It was a lot of effort made to integrate all these services, but its success is still far away. Therefore, many mess that the country's public transportation system we must be understood to address the problems that have lasted a long time.

## 2.0 PROBLEM STATEMENT

The problems associated with public transport services is not new things. Each year the government made a statement to improve and improve the quality of public transport. The efficiency of the management of this bus service implemented to ensure the welfare and safety of consumers. Certainly the dilemma faced by the community of our public transport system is the cost or the fare is quite expensive. Especially for passenger fares taxi and LRT is considered expensive, particularly for those with low income and prevent them from using the transport system more often. Public transport crisis also associated with inefficient management practices. People consider public transport system especially public buses are useless in terms of timeliness of operations. Frequent bus delays and does not follow a fixed itinerary. A facility such as LRT station is just in certain areas is sometimes difficult for people to come to the office. Problem changing the transport system, for example between the monorail station to the LRT station or between the bus stations with monorail station. This leads to the exercise of disrupted passengers having to queue up to buy tickets before boarding another public transport.

## 2.1 OBJECTIVE RESEARCH

There are several objectives were including achieving the research:

- To identify consumer perception of public transport services in Kuala Lumpur.
- To identify the satisfaction level of public transport services in Kuala Lumpur.
- To identify factors improvement in terms of management and enforcement.

### 3.0 LITERATURE REVIEW

The main modes of transport in Kuala Lumpur include buses, trains, and cars and to an extent, airplanes. Popular within the cities is Light Rail Transit, which reduces the traffic load on other systems, and is considered safe, comfortable and reliable. The easiest way of travelling within towns and cities is by taxi. Fares are calculated according to meters. This is the types of public transport using in this project.

#### 3.1 BUS

Buses are the cheapest way to get around Malaysia and the best place to catch the bus and guarantee a seat is at the town's bus terminal. There are luxury buses available for long-distance travel and these can be booked a couple of days in advance. The air-conditioned buses can be rather chilly. Although they tend to be rather slow, local buses are regular and reliable.

#### 3.2 LIGHT RAIL TRANSIT

KTM Komuter is a commuter train service in Malaysia operated by Keretapi Tanah Melayu (KTMB). It was introduced in 1995 to provide local rail services in Kuala Lumpur and the surrounding Klang Valley suburban areas. It is popular with commuters into the city, who thus avoid being caught in road traffic congestion. The trains used are air-conditioned electric multiple units. 'Park & Ride' facilities are provided at stations at a nominal charge. KTM Komuter is currently the most profitable passenger service offered by KTMB, contributing RM84.63 million to group revenue in 2006, higher than KTM Intercity's profit of 70.94 million in the same year. According to the Ministry of Transport Malaysia 2008 Statistics, the ridership for the KTM Komuter is approximately 36.557 million passengers per annum.

#### 3.3 MONORAIL

A monorail is a rail-based transportation system based on a single rail, which acts as its sole support and its guide way. The term is also used variously to describe the beam of the system, or the vehicles traveling on such a beam or track. The term originates from joining mono (one) and rail, from as early as 1897, possibly from German engineer Eugen Langen who called an elevated railway system with wagons suspended the Eugen Langen One-railed Suspension Tramway (Einschieniges Hängebahn system Eugen Langen). The transportation system is often referred to as a railway. The term "monorail" is often used erroneously to describe any form of elevated rail or people mover.

In fact, the term refers to the style of track, not its elevation.

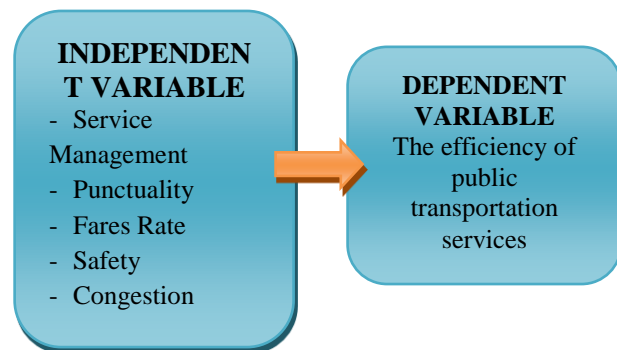
#### 3.4 LIGHT RAIL TRANSIT

Light rail or light rail transit (LRT) is a form of urban rail public transportation that generally has a lower capacity and lower speed than heavy rail and metro systems, but higher capacity and higher speed than traditional street-running tram systems. The term is typically used to refer to rail systems with rapid transit-style features that usually use electric rail cars operating mostly in private rights-of-way separated from other traffic but sometimes, if necessary, mixed with other traffic in city streets.

#### 3.5 TAXI

Taxi can be found at all cities and larger towns and usually drive around looking for customer. Customer will need to negotiate the fare in advance and it's a good idea to ask the staff at guesthouse for an estimate of the rate.

#### 3.6 THEORETICAL FRAMEWORK



This is the relationship between the public transportation services and the efficiency.

### 4.0 RESEARCH METHODOLOGY

Primer and secondary data are used in this research. The secondary data were obtained from the internet, library books, the journal and other. Furthermore, the real web site are using too. Example: website of Minister of Transportation. The primary step for this project is to collect data from respondent. 100 data was collected and researcher wants to know if the public transport services in Kuala Lumpur are efficient services or not. The data can know the answer of the

all issues. And the objectives also can be achieved with it.

H<sub>1</sub>: There is relationship between the service management and the efficiency of public transport services.

H<sub>2</sub>: There is relationship between the punctuality and the efficiency of public transport services.

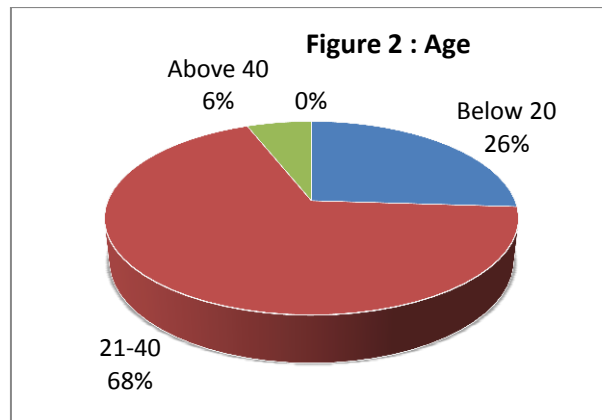
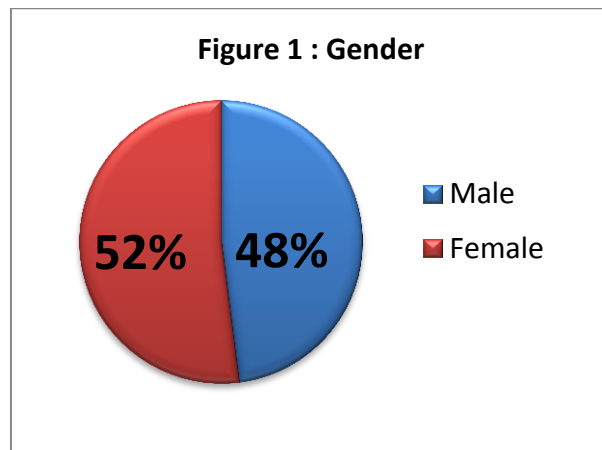
H<sub>3</sub>: There is relationship between the fares rate and the efficiency of public transport services.

H<sub>4</sub>: There is relationship between the safety and the efficiency of public transport services.

H<sub>5</sub>: There is relationship between the congestion and the efficiency of public transport services.

This is the hypotheses that use to evaluate the evidence of this project.

## 5.0 FINDINGS

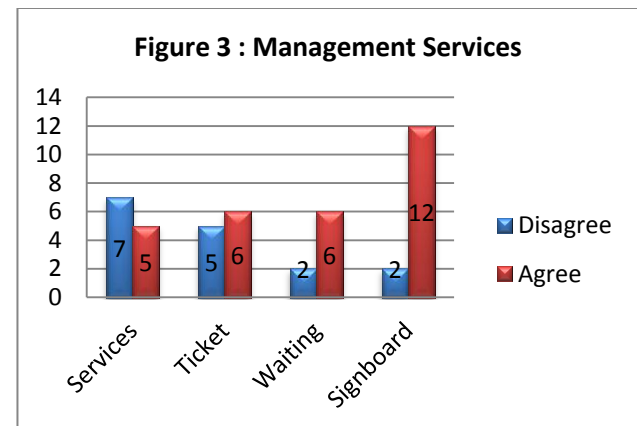


Based on the figure 1, total for the female respondent is more than male respondent. Female respondent is 52% and male respondent is 48%. Not much difference can be seen at the figure 1. This show that user of public transport in Kuala Lumpur is all the community. This project cannot be dividing from the gender.

Figure 2 is the total of respondent by age. The figure show that the age is most using public transport in Kuala Lumpur is 21 until 40 years old with 68%. The lowest is 40 years old above with 6% and the second lowest is 20 years old and below with 26%. This is because average people 21 until 40 years old are using public transport because this is the easiest way to go another place. This will explain more the larger public transport user 21 until 40 years old and the second lowest below 20.

### 5.1 The Percentage Of The Respondent For The Efficiency The Public Transport By The Age.

#### 5.1.1 Below 20 years old



Based on figure 3, the community had age 20 years old and below, 7% disagree that the basic service management of public transport are good and 5% agree that the service are good. Consumers also more agree about the queue they must wait to buy a ticket with 6% agree more than 5% disagree. Furthermore, they must wait to get the service. But the signboards are really give benefit because 12% agree the signboard really useful for them and only 2% disagree about that.

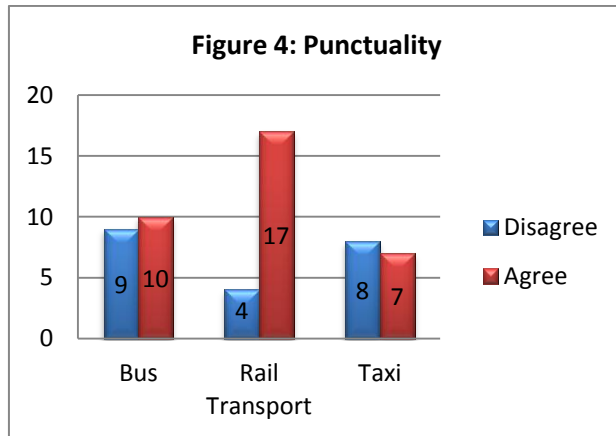
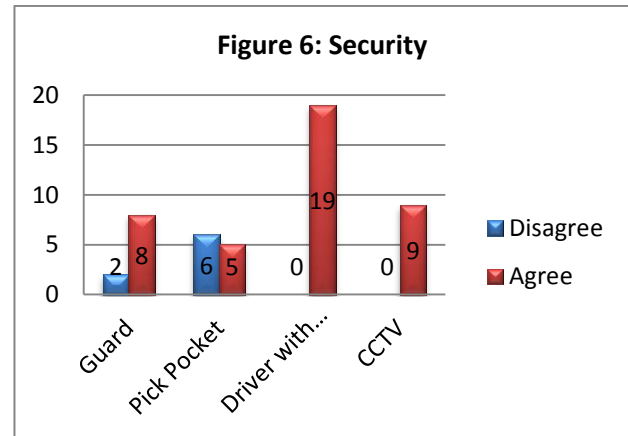
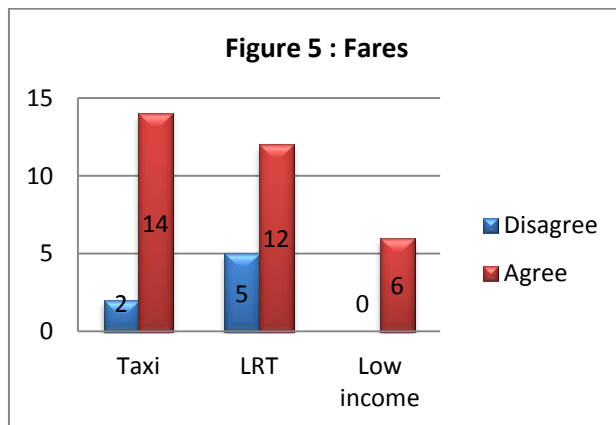


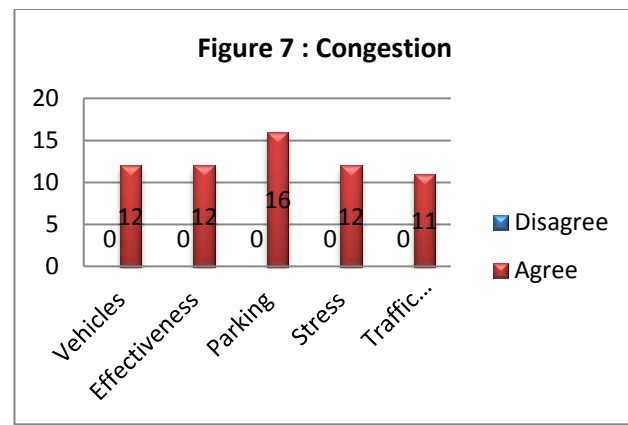
Figure 4 shows about the punctuality. The respondent agrees is 10% more than 9% the public bus always arriving on time. Taxi also have more disagree about taxi can arrive on time more than agree with 8% and 7% each. For rail transport, the respondent agrees with 17% that the rail transport can arrive on time. It is because the rail transports are setting and can't be stop for any reason.



The figure shows about the security. Respondent agree with 8% that the terminal has enough security guard. They disagree that pick pocket always appear at the terminal with 6% and 5% disagree with that. The highest agree with 19% from the respondent when they agree that driver have experience while a driving. CCTV also has at everywhere to cover security with 9% agreed.

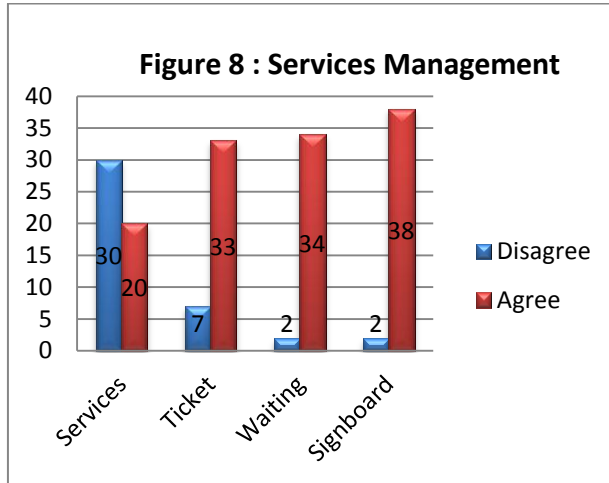


Based on figure 5, respondent said taxi and LRT have the expensive fare rate. Taxi with 14% agrees more than 2% disagree. LRT with 12 % agrees more than 5% disagree. These respondents agree that the community use public transport have low income with 6% agree.



The congestion was the bad problem. Based on the figure 7, most respondent agree with congestion problem. 12% agree that too many vehicles on the road during the peak hours. They also agree with 12% that congestion reduces efficiency of public transportation infrastructure and increase travel time, air pollution and fuel consumption. 16% agree that Kuala Lumpur need to improve facilities of car parking in order to reduce traffic congestion. 12% said they got stress hiding the traffic congestion and will be affect the health. And the 11% agree traffic congestion remains one of the biggest problems in urban areas.

### 5.1.2 21- 40 years old



Most respondent are from this age with 68% from 100 respondents. Figure 8 shows that 30% are disagree about the basic management services of public transport are good and 20% are agrees. Respondent also agree with the queue waiting the ticket and the service with 33% and 34% each. The signboards are really useful for them when they agree with 38% and the 2% disagree.

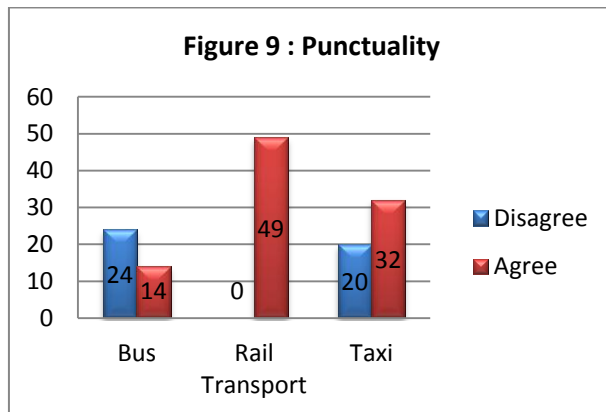
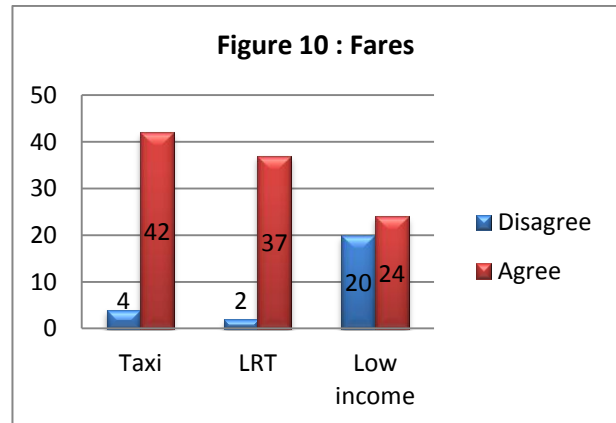
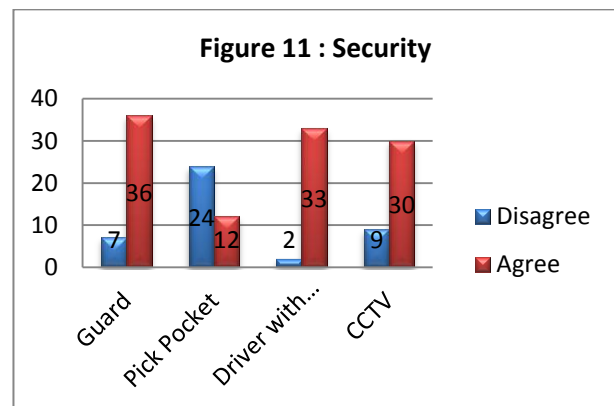


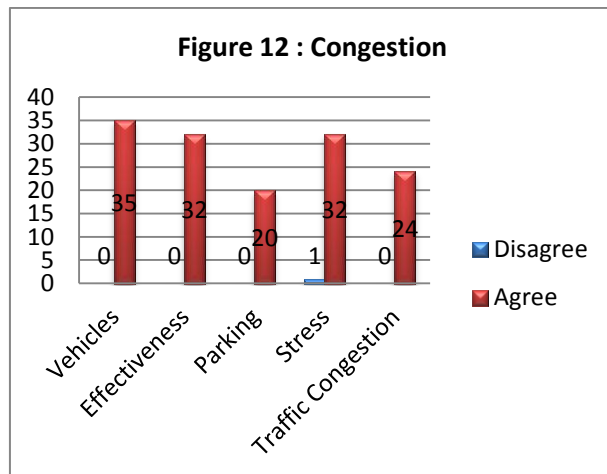
Figure 4 shows about the punctuality. The respondent agrees is 14% lower than disagree with 24% the public bus always arriving on time. Taxi also have more agree about taxi can arrive on time more than disagree with 20% and 32% each. For rail transport, the respondent agrees with 49% that the rail transport can arrive on time. It is because the rail transports have been setting and can't be stop for any reason.



Based on figure 5, respondent said taxi and LRT have the expensive fare rate. Taxi with 42% agrees more than 4% disagree. LRT with 37 % agrees more than 2% disagree. These respondents agree that the community use public transport have low income with 24% agree and 20% disagree.



The figure shows about the security. Respondent agree with 36% that the terminal has enough security guard and 7% disagree. They disagree that pick pocket always appear at the terminal with 24% and 12% disagree with that. The highest agree with 33% from the respondent when they agree that driver have experience while a driving and just have 2% disagree about it. CCTV also has at everywhere to cover security with 30% agreed and 9% disagree.



The congestion was the bad problem. Based on the figure 7, most respondent agree with congestion problem. 35% agree that too many vehicles on the road during the peak hours. They also agree with 32% that congestion reduces efficiency of public transportation infrastructure and increase travel time, air pollution and fuel consumption. 20% agree that Kuala Lumpur need to improve facilities of car parking in order to reduce traffic congestion. 32% said they got stress hiding the traffic congestion and will be affect the health and have 1% disagree with that. And the 24% agree traffic congestion remains one of the biggest problems in urban areas.

## 6.0 DISCUSSION AND RECOMENDATION

This project discussion is about public transport services and the efficiency the public transport to society in Kuala Lumpur. With the measurement of the respondent we will know the main problem and what make the problem happen. The highway infrastructure is also outstanding. It contains federal roads, state roads and roads (Bughrara, 2008). Based on the finding, the main problems of public transport services are the congestion. Congestion just can be solving if the facilities for transportation will increase by the government. A single National Authority for Public Transportation to create national standards, while Local and Regional Public Transportation Authorities will plan and implement strategies on the local level. With the total population in Kuala Lumpur, government had no choice to give more money to improve transportation system. After transportation systems solve then the problems of public transport can be solve.

The finding shows that there are problems with public transport that government gives to our community. The maintenances should be more effectiveness and

consistently to make sure everything in good condition. Proper funding for maintenance and expansions are needed. There are also Light Rail Transit (LRT), commuters and monorails to serve transport needs for the moving population (Schwarcz, 2003). However, traffic congestion, traffic accidents, limited parking space, environmental pollution all remains concern. Finding also shows that public transport in Malaysia not improved. User daily must face the same problem every day. Waiting queue for ticket and the service came make the life disaster. They ticket should affordable and reasonable fares to the community. If cannot be increase the fare, it makes urban have a tough life for the community.

## 7.0 CONCLUSION

This paper concludes that the efficiency of public transport in Kuala Lumpur is still in poor condition. The communities still face the problem and being at the hardest situation every day. Moreover, they also write about the mode of public transports are used in Kuala Lumpur. Public transports are used to everyone to make any business. However, the use of public transport is very high by the community in Kuala Lumpur cause some problems. This situation made it difficult for some parties want to do such an important job to work or see a doctor. These conditions have a significant impact on the individual and society. This should be resolved by taking a strong and efficient measure to ensure that society does not have a problem to get to work or make important business. Authorities must take drastic measures to ensure that this problem can be reduced.

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